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September 15, 2003

**VIA COURIER DELIVERY**

Gary A. Evenson, Acting Administrator  
Telecommunications Division  
Public Service Commission  
610 North Whitney Way  
Madison, WI 53705

RECEIVED  
SEP 16 2003  
TELECOMMUNICATIONS  
DIVISION

Re: 2-1-1 Wisconsin, Inc. Petition

Dear Mr. Evenson:

Enclosed please find an original and twenty copies of the Petition to Recognize and Endorse 2-1-1 Wisconsin, Inc. as the Proper Administrator and Authorized User in Wisconsin of the 211 Dialing Code in Order to Implement a Statewide, Non-Commercial Information and Referral System Providing Access to Human Services Providers and Information and Resources Relating to Public Health and Bio-Terrorism, and to Be Granted Certain Other Relief Furthering Such Purpose.

In addition, we enclose a letter from the State Department of Health and Family Services, Division of Family Health supporting the Petition. Should you have any questions regarding this Petition please contact Larry Olness, United Way of Dane County, Inc., 2059 Atwood Avenue, Madison, Wisconsin 53704, (608) 246-4381.

Very truly yours,

QUARLES & BRADY LLP

  
Margaret E.M. Utterback

MEU:els

Enclosures

cc: Mr. Larry Olness (w/enc.)  
Mr. Michael G. Davis (w/enc.)

MFC  
OGC2  
Tel 18

September 15, 2003

Gary A. Evenson, Acting Administrator  
Telecommunications Division  
Public Service Commission  
P.O. Box 7854  
Madison, WI 53707-7854

RECEIVED  
2003 SEP 15 P 11 21  
PUBLIC SERVICE COMMISSION  
OF WISCONSIN

**RE: Petition to Recognize and Endorse 2-1-1 Wisconsin, Inc. as the Proper Administrator and Authorized User in Wisconsin of the 211 Dialing Code in Order to Implement a Statewide, Non-Commercial Information and Referral System Providing Access to Human Services Providers and Information and Resources Relating to Public Health and Bio-Terrorism, and to Be Granted Certain Other Relief Furthering Such Purpose**

Dear Mr. Evenson:

With the full endorsement of the State of Wisconsin Department of Health and Family Services, Division of Public Health (the "Division of Public Health"), as evidenced by their letter accompanying this petition, 2-1-1 Wisconsin, Inc. ("2-1-1 Wisconsin" and "Petitioner") respectfully requests the Public Service Commission of Wisconsin (the "Commission") to recognize and endorse 2-1-1 Wisconsin as the proper administrator of, and party authorized to utilize, the 211 dialing code within the State of Wisconsin, and grant certain other relief that will further 2-1-1 Wisconsin's administration and authorized use of the 211 dialing code. This petition would move the review of applications, assessment of applicants' capabilities and assignment of the use of 211 in a geographic area from the Commission to 2-1-1 Wisconsin, a body consisting of subject matter experts in the field of information and referral ("I&R"). This petition would also require telecommunications providers throughout the state, other than for wireless providers or for pay telephone service uses, to relinquish any other purposes for which the dialing code 211 is being used.

## **Background**

On July 21, 2000, the Federal Communications Commission ("FCC") ruled in its CC Docket No. 92-105, FCC 00-256, that the 211 dialing code should be used exclusively to provide non-commercial, community-based information and referral services. As the FCC recognized, there is a demonstrated need for an easy to remember, easy to use dialing code that will enable persons in need, perhaps critically so, to be directed to appropriate human services.

Like the FCC, the State of Wisconsin has recognized the benefits of a statewide 211 system ("211 System") in providing easily accessible public information on public health, bio-terrorism and availability of health and human services. In its order dated November 20, 2001, the Commission confirmed the designation of the digits 211 for use in Wisconsin for I&R services related to health and human services issues. In addition, the Division of Public Health selected the United Way of Dane County to plan for, implement and oversee a state-wide, non-commercial information and referral system in Wisconsin utilizing the 211 dialing code for accessing I&R services relating to bio-terrorism and health and human services (the "211 System").

Through the 211 System, people in Wisconsin in need of human services, public health information and bio-terrorism information will have uniform, consistent access and quick referrals to those who provide those services. The 211 System also will promote continuity and increased efficiency among Wisconsin's information and referral service providers, as well as facilitate the creation of an information resource that will enable health and human service providers in Wisconsin, and the organizations that fund those service providers, to better assess community needs.

In addition to providing a memorable state-wide source to access information regarding available community resources in circumstances involving immediate needs for social services, the 211 System will serve other community needs. For example, the 211 System will increase access for service providers to language translation services through a "Language Line" that permits rapid identification of the applicable language and an available translator. Besides connecting those in need of services to appropriate providers, the 211 System will also facilitate the provision of resources and volunteers to those providers.

When fully developed, the 211 System will serve as a community access tool in times of disaster or crisis. For example, the 211 System can be used to mobilize volunteers for specific, urgent needs. If an act of bio-terrorism or an epidemic such as SARS prompts a need to promulgate emergent information, the general public could be instructed to dial 211 for instructions or other urgent information.

## **Governance**

To carry out the task of developing, implementing and administering a statewide 211 System, 2-1-1 Wisconsin was formed as a Wisconsin nonstock nonprofit corporation in August 2003. 2-1-1 Wisconsin is the joint supporting organization of various 211 designees and I&R providers in the State of Wisconsin. Given the purposes for which it was created, 2-1-1 Wisconsin intends to apply for recognition as a tax exempt charitable organization pursuant to Section 501(c)(3) of the Internal Revenue Code.

2-1-1 Wisconsin has the full support and endorsement of the Division of Public Health in seeking to be designated as the administrator and authorized user of the 211 dialing code in Wisconsin, together with the other relief applied for in this petition, as indicated in the letter from the Division of Public Health accompanying this petition.

2-1-1 Wisconsin serves as the statewide organization charged with ensuring compliance with national 211 standards. To facilitate that goal, the board of directors of 2-1-1 Wisconsin is structured to ensure that all of the interested parties have a voice in the organization.

Each of the Regional Providers (the 211 designees in their geographic areas) has the power to appoint two of 2-1-1 Wisconsin's directors. These organizations reflect a broad coalition of Wisconsin information and referral services, child care organizations, agencies on aging, governmental agencies and other types of organizations, none of which operate for commercial purposes. A listing of the organizations that 2-1-1 Wisconsin currently supports appears on Exhibit 1.

In addition to representatives of the Regional Providers, the 2-1-1 Wisconsin board of directors includes representatives from other governmental and industry groups. The telecommunications providers serving Wisconsin residents are represented by a director appointed by the Wisconsin State Telecommunications Association. Other members of the board are appointed by the State of Wisconsin, Department of Health and Family Services, Division of Public Health; the State of Wisconsin, Department of Administration, United Way of Wisconsin and Information & Referral Providers of Wisconsin, Inc. Finally, the Commission is represented on the board through a non-voting, ex-officio director.

## **The Wisconsin 211 System**

### **Overview**

As planned, the 211 System will provide state-wide I&R services 24 hours each day, 365 days a year through the use of an easily remembered, three-digit number. Currently, I&R services are provided to state residents through local providers. With the exception of five currently authorized designated 211 providers in Milwaukee, Dane, Racine and Waukesha Counties and the La Crosse, Wisconsin area, those services are provided through the use of local and toll-free telephone numbers. The 211 System will not alter the I&R services available to residents, but will make them easier to access.

The 211 System will operate by translating the 211 dialing code to a another number, which will be either a standard 7-digit number or a toll-free number. The translated number will either connect directly to a region-specific 211 Wisconsin-recognized call center or will access an automatic call distribution ("ACD") system. The ACD system will route the calls to a 2-1-1 Wisconsin-recognized call center based on the caller's area code and prefix, as well as the time of day. Either system also will track certain performance information related to the calls, including without limitation the length of time for the call to be answered, the length of time the caller waits until the call is accessed by call center staff and the duration of each call. 2-1-1 Wisconsin expects to determine a call-routing system by November 2003.

A receiving call center will assess a caller's needs, eligibility and location and, relying on a comprehensive database, will direct the caller to an appropriate human service provider. All 211 call centers will be operated in accordance with applicable national standards for information and referral services and will be accredited by the Alliance of Information and Referral Systems ("AIRS"). The AIRS accreditation process involves a comprehensive evaluation of processes and procedures related to the applicable service standards. All call

centers will use a statewide, internet-accessible database in order to facilitate information management and service referrals. 2-1-1 Wisconsin anticipates that 211 System's call centers will be located in various regions of Wisconsin.

If an ACD system is selected to facilitate call routing, 2-1-1 Wisconsin intends to own and operate the ACD system necessary to receive 211 calls and route them to an appropriate call center. Call centers that will form part of the 211 System will be operated by qualified, independent organizations experienced in providing information and referral services. 2-1-1 Wisconsin will recognize, oversee and provide training and other assistance to the call centers that are part of the 211 System pursuant to contractual arrangements between 2-1-1 Wisconsin and the operator of the call center.

#### **Local Impact of 211 Implementation**

211 dialing services have been available in Waukesha, Racine, Dane and Milwaukee Counties since June, 2002. As a result of the increased ease of access resulting from 211 dialing, I&R providers were able to respond to approximately 148,400 inquiries, more than 39,000 more residents than were served prior to implementing 211 dialing services. In the first year of implementation, total call volume in the four counties increased by almost 36%. The four 211 designees all experienced increases in use, ranging from a 9% increase in call volume to 25,802 calls in Waukesha to a 76.6% increase to 46,800 calls in Dane County, following implementation of the service. Petitioners anticipate similar increases in accessing I&R services as a result of implementation of the statewide 211 System.

#### **Regional Providers**

2-1-1 Wisconsin will build on the existing infrastructure in order to maximize current and future resources dedicated to information and referral services. 2-1-1 Wisconsin anticipates its statewide system will include up to twelve Regional 211 Providers ("Regional Providers") where calls are answered. The initial Regional Providers will be those entities currently approved as designated users of the telephone number 211 by the Commission: United Way of Dane County, Inc., Metropolitan Milwaukee 211 Stakeholders Council, Waukesha County 211 Stakeholders Group, United Way of Racine County and First Call For Help – La Crosse.

Each Regional Provider will have the responsibility for providing I&R services within its geographic area on a 365 day/year, 24 hour/day basis. The regional geographic areas will be assigned based on the Public Health Preparedness Regions established by the Division of Public Health.

Ultimately, there will be one Regional Provider for each Public Health Preparedness Region. Until Regional Providers are identified and approved for each Public Health Preparedness Region by 2-1-1 Wisconsin, existing Regional Providers will be responsible for providing coverage throughout the state. As new Regional Providers are approved, the geographic areas of responsibility will be revised. In the initial stages of the 211 System, Regional Providers may service more than one Public Health Preparedness Region.

### **Local Providers**

Within its assigned region, a Regional Provider may work in collaboration with additional locally-based 211 call centers ("Local Providers"). Local Providers will consist of those I&R providers who may not have the resources to provide services around the clock or to become a Regional Provider. One or more initial Regional Providers may choose to act as a Local Provider rather than a Regional Provider, but in that case, will remain a designated 211 provider. All Local Providers will coordinate their provision of services with the respective Regional Providers. Local Providers will also contract with 2-1-1 Wisconsin to provide services according to standard terms and conditions. As call center providers, Local Providers will benefit from training provided by 2-1-1 Wisconsin. Local Providers will be represented on the board of 2-1-1 Wisconsin through their respective Regional Providers.

### **Credentialing & Standards**

#### **Designation as Provider**

2-1-1 Wisconsin will evaluate and review applications to become a Provider. The approval criteria are rooted in the standards approved by the Commission in its November 20, 2001 order and attached as Appendix A. The Commission has indicated that 211 designees should meet the standards developed by the Alliance of Information and Referral Systems ("AIRS") and The United Way of Dane County, and attached as Appendix A. One of 2-1-1 Wisconsin's primary functions is to ensure that 211 providers meet those standards. A draft form of the application to become a provider is attached as Appendix B.

#### **AIRS Credentialing**

2-1-1 Wisconsin has established high standards for 211 service. It requires all of its call centers to be accredited by AIRS, which includes an external professional review of a program's service delivery, resource database, reports and measures, cooperative relationships and governance. The accrediting process is demanding.

Recognizing that only one Wisconsin organization is currently credentialed by AIRS, 2-1-1 Wisconsin has established a timeline for organizations to meet the accreditation criteria established by AIRS. Regional and Local Providers must seek the requisite credential immediately, and must demonstrate satisfaction of certain initial criteria, which include satisfaction of most of the AIRS criteria. Otherwise qualified applicants would be considered qualified for credentialing by 2-1-1 Wisconsin if they provide a written plan to obtain accreditation by AIRS (Standard A.3 in Appendix A) and utilization of certified I&R Specialists and Resource Specialists (Standard A.4 in Appendix A) within eighteen months of designation as a 211 call center, and satisfy all remaining criteria shown in Appendix A. In order to facilitate statewide implementation of the 211 System, 2-1-1 Wisconsin will permit providers to operate in an interim status, provided that they demonstrate satisfactory progress towards obtaining the AIRS credential.

## **Provider Contracts**

2-1-1 Wisconsin's relationship with its Providers is contractual. A "211 Provider Agreement" will describe the relationships, mutual responsibilities, term, and process for renewal and termination provisions for the Provider to be accessible through the use of the 211 dialing code. An example of such a 211 Provider Agreement is attached as Appendix C.

In addition to the requirements described above, the agreements will provide for adherence to an operations manual prescribing the handling of all 211 calls. The manual will detail the process a call center must follow in responding to a 211 call. It also details requirements for ensuring that Provider staff coverage is available at all times. All operations described in the manual will adhere to the AIRS standards.

## **Costs and Funding**

2-1-1 Wisconsin has the legal authority to do all things necessary to properly implement and oversee the 211 System and has, or will obtain, the resources necessary to administer and use the 211 dialing code in a responsible and effective manner. Implementation and operation of the 211 System will be funded by a variety of public and private sources.

System costs include telecommunications costs, 24/7 access, barrier-free access, system improvements, and communications. Statewide system start-up costs (over a six-month period) are estimated to be approximately \$160,000; once in the final stages of implementation, ongoing annual system costs, in the aggregate, are estimated to be approximately \$1,500,000. Telecommunications and related costs represent the largest new costs in implementing 211 service. These include 211 translation costs, monthly fees, and 1-8YY service to route calls (in some instances), among other fees.

Certain of the initial costs involved in establishing the infrastructure and implementing the 211 System will be paid through a grant received by the Division of Public Health in order to implement 211 service throughout the State of Wisconsin, and administered by United Way of Dane County.

The bulk of the expenses associated with operating the 211 System will be the ongoing operational costs. Each call center will be responsible for its respective costs of operation, in conformance with the Commission's requirement that each 211 designee demonstrate the financial ability to provide 211 services. These expenses will be paid through a variety of sources, including state and federal funding and through grants obtained by Local Providers and Regional Providers. However, most areas of the state have prior-existing I&R services which are supported by community funding sources. These same funding sources will be called upon to support the 211 service to the new 211 call centers when those I&R services are accessed through the use of 211 dialing. In most cases, 211 service in the state will be a simple overlay to an existing, funded information line operation.

Services provided by telecommunications carriers doing business within the State of Wisconsin will represent a significant portion of Regional Providers' on-going costs to operate the 211 System. It is anticipated that translation expenses relating to local, extended calling areas and long distance will be born by 2-1-1 Wisconsin and the Regional Providers.

Consequently, Petitioner has initiated and will continue discussions with Wisconsin telecommunications carriers concerning service costs and other matters. Other parties interested in this petition, as well as the Commission's staff, are welcome to participate in these discussions. Such discussions hopefully will further the successful implementation of the 211 System and other purposes for which 2-1-1 Wisconsin was formed.

## **Technology Plan**

2-1-1 Wisconsin will establish a committee to maximize efficiencies relating through available technology. 2-1-1 Wisconsin expects to link its multiple 211 service providers through a telecommunications network. The 211 number will be translated by telephone company switches to either a local 7-digit number or a toll-free 8YY number provided by the Regional Provider or 2-1-1 Wisconsin. Transparent to the caller, the 211 call will be routed to the appropriate call center based on area code, exchange prefix and time of day. Representatives of the telephone companies and 2-1-1 Wisconsin have agreed that routing boundaries will coincide with the Public Health Preparedness Regions in order to provide I&R services through 211 dialing to *all* residents of Wisconsin.

To ensure state-wide availability of consistent information, 2-1-1 Wisconsin expects to develop an internet-based database of services and contacts. Regular updates of information will be solicited from the various providers and agencies, in order to ensure accuracy and timeliness of information. In addition, policies will be developed and implemented to ensure that both Providers' staff and the public will be aware of the scope and limitations of the database.

## **Telecommunications and Other Issues**

### **Wireless and Pay Telephones**

While existing 211 designees have been very successful in implementing 211 services in their geographic areas, additional challenges remain with regard to access to 211 dialing from wireless telephones and from pay telephones.

However, 2-1-1 Wisconsin expects to work with wireless telecommunications providers and pay telephone providers to resolve issues such as appropriate routing of 211 calls from those platforms, cost recovery and other logistical issues. Where possible, and as soon as possible, 211 Wisconsin will seek arrangements to implement 211 dialing from wireless telephones and from pay telephones. As the remaining issues are resolved with each telecommunications provider with respect to these platforms, 211 dialing service will become available. Ultimately, it is expected that 211 services will be available statewide through the use of pay telephones and wireless providers. Statewide implementation of the 211 System with access from all types of telephones remains 2-1-1 Wisconsin's first priority.

### **Public Education**

Public education efforts are essential to successful 211 implementation. 2-1-1 Wisconsin intends to develop a public education plan that conveys a consistent image and message throughout the state, while allowing some Regional Provider customization at the regional level. Both the 211 Provider Agreement and the Operations Manual will include sections outlining



policies and guidance regarding trademark, promotion and outreach for the 211 dialing code. Key messages in the early part of the plan will describe the purpose and use of 211.

2-1-1 Wisconsin also expects to explain that full implementation, including access from all types of phones, will take several years. Although 211 dialing will be available to all residents, public education efforts will be phased in to geographic locations where locally-based Regional Providers are established.

### **Privacy Issues**

Privacy remains a concern, particularly where telephone companies may be required to list the numbers dialed on the telephone bill. In certain instances, such as in abusive relationship contexts, safety concerns exist about this practice. To alleviate such concerns to the extent possible, Wisconsin telecommunications providers have agreed to list 211 calls on telephone bills with the 7-digit telephone number, rather than showing a 211 call.

### **PSC Oversight**

This petition would move the review of applications, assessment of applicants' capabilities and assignment of the use of 2-1-1 in a geographic area, from the Commission to 2-1-1 Wisconsin, a body consisting of subject matter experts in the field of information and referral. Petitioner expects the Commission to retain oversight responsibility and ultimately, jurisdiction, for the rates and tariffs relating to implementation and operation of the 211 System. Thus, depending on the outcome of the ongoing discussions regarding tariffs and associated costs to operate the 211 System, it may prove necessary or advisable to request the Commission to convene the parties to address, among other issues, appropriate rates and charges for services to be rendered to 2-1-1 Wisconsin in connection with the 211 System. If so, such discussions should be held within sixty (60) days of a request. Participants should include representatives of 2-1-1 Wisconsin, Wisconsin's telecommunications carriers, and, if appropriate, the Commission itself.

Any Commission Order granting the relief requested in this Petition also should provide for a review of 2-1-1 Wisconsin's administration and authorized use of the 211 dialing code after five (5) years. In the interim, the Commission should require 2-1-1 Wisconsin to submit annually a report detailing the progress made in implementing and overseeing the 211 System.

### **Status of Access to 211 Nationally**

Nationally, 211 dialing is available in 22 states. In addition to Wisconsin, 211 systems are operational in Alabama, Colorado, Connecticut, Florida, Georgia, Hawaii, Idaho, Kentucky, Louisiana, Michigan, Minnesota, Nebraska, New Mexico, New Jersey, North Carolina, Ohio, South Carolina, South Dakota, Tennessee, Texas and Utah.

### **Role of Public Service Commissions**

Many states have encountered difficulties in implementing 211 systems. The Texas Information and Policy Institute of the University of Texas has produced a report documenting the status of 211 implementation nationally. The report, "211 State by State: A Periodic Report

on 211 Implementation” (the “TIPI Report”) was first produced in 2001, and has been edited and updated several times. The most recent update was completed in April 2003.<sup>1</sup> The TIPI Report includes detailed information about 211 activity in each state, with particular emphasis on the relationships with telecommunications providers. The highlights of the report are summarized as follows:

- Common obstacles among 211 implementation efforts include opposition and “competition” among I&R providers, telecommunications costs, cooperation issues with Local Exchange Carriers, and support issues from state utilities bodies.
- The support of state utility commissions can be very helpful in smoothing negotiations with telephone service providers and with facilitating arrangements among I&R providers.
- It is difficult to obtain valid cost estimates from telecommunications providers.<sup>2</sup>
- It is important for regional I&R providers to adopt a shared vision of the system they hope to offer. An accepted mechanism for solving problems or adjudicating competing claims is helpful.
- A clear business plan is a necessary prerequisite to operational status.
- The majority of 211 implementation efforts follow a fairly predictable series of steps from initial interest among social service providers to fully operational services.
- Three design models characterize the majority of planned and operational 211 systems.

The TIPI report includes an appendix which offers state-by-state details of status, leadership, design model, primary telecommunications providers and their proposed translation costs.

Public Service Commissions and Public Utilities Commissions in several states have played a direct role in addressing the obstacles faced in implementing 211 systems. For example, the California Public Utilities Commission issued a decision<sup>3</sup> adopting “the regulatory policies and procedures needed to implement 2-1-1 dialing” which

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<sup>1</sup> 211 State by State: A Periodic Report on the National Implementation of Three Digit-Accessed Telephone Information and Referral Services, a report prepared by the Telecommunications and Information Policy Institute, University of Texas at Austin, <http://www.211.org/documents/tipispring03.pdf>.

<sup>2</sup> Telecommunications providers in Wisconsin have been helpful in estimating costs.

<sup>3</sup> Order Instituting Rulemaking to Implement 2-1-1 Dialing in California, R.02-01-025, before the Public Utilities Commission of the State of California, Decision 03-02-029 issued February 13, 2003; accessible at [http://www.cpuc.ca.gov/published/final\\_decision/23645.htm](http://www.cpuc.ca.gov/published/final_decision/23645.htm). See also 2-1-1 Dialing Workshop Report, Order Instituting Rulemaking to Implement 2-1-1 Dialing in California R.02-01-025, Filed January 23, 2002.

- “requires all local exchange carriers to provide 2-1-1 call origination services at reasonable rates in those territories that will be served by 2-1-1 I&R providers;”
- “orders that “payphone operators in those territories receiving 2-1-1 service must discontinue any incompatible use of 2-1-1 dialing and must route calls at no charge to the calling party to I&R providers;”
- “permits I&R providers to secure 2-1-1 call origination service from incumbent carriers using the architecture of their choice;” and
- establishes “a series of deadlines and milestones for securing the timely and smooth implementation of 2-1-1 I&R services.”

Moreover, the California PUC specified that, for any of their service territories over which the 211 service will be offered, Verizon California Inc. and Pacific Bell Telephone Company “file advice letters proposing general tariffs, tariffs developed on an individual case basis, or contracts to make the requested service available. Pacific and Verizon shall file cost-support information demonstrating the reasonableness of the prices charged. The services shall be available no later than six months from the filing of the advice letter.”<sup>4</sup>

Similarly, the Ohio Public Utilities Commission (the “Ohio PUC”) directed telecommunications providers to file proposed tariffs to ensure reasonable pricing for 211 service arrangements.<sup>5</sup> As part of its order, the Ohio PUC required that telecommunications providers file such tariffs and initiate service to the call center within 30 days of receiving an application for 211 service from an approved call center.<sup>6</sup>

### **Requested Relief**

In connection with this Petition, 2-1-1 Wisconsin, Inc. respectfully requests that the Commission enter an Order:

1. Recognizing and endorsing 2-1-1 Wisconsin, Inc. as the proper administrator of, and the party authorized to utilize and assign the 211 dialing code within the State of Wisconsin;
2. Requiring telecommunications providers throughout the state to relinquish any other purposes for which the dialing code 211 is being used;
3. If requested by 2-1-1 Wisconsin, Inc., convening the parties under the Commission’s auspices to address issues related to the rates and charges to be assessed in connection with the 211 System and such other matters as the Commission may determine are

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<sup>4</sup> Id., at 44.

<sup>5</sup> Finding and Order In the Matter of the Commission Investigation into the Allocation of Abbreviated Dialing Arrangements, Such as N-1-1, 93-1799-TP-COI, before the Public Utilities Commission of Ohio, issued June 21, 2001.

<sup>6</sup> Id. at para. 28.

appropriate, with such a meeting being held within sixty (60) days of the filing of  
2-1-1 Wisconsin's request for it;

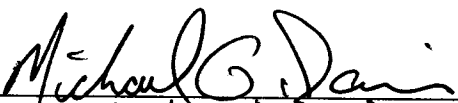
4. Granting such additional relief as may be found necessary or appropriate.

## Contact Information

Please address any questions regarding this petition to Larry Olness, United Way of Dane County, Inc., 2059 Atwood Avenue, Madison, Wisconsin 53704, (608) 246-4381.

Dated this 15 day of September 2003.

2-1-1 WISCONSIN, INC.

  
By: Michael G. Davis  
Its: President

## **EXHIBIT 1**

The following currently authorized users of 211 dialing numbers in their respective geographic areas are supported in their efforts to provide 211 services by 2-1-1 Wisconsin:

1. United Way of Dane County, Inc.
2. Metropolitan Milwaukee 211 Stakeholders Council
3. Waukesha County 211 Stakeholders Group
4. United Way of Racine County
5. First Call For Help – La Crosse